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Salesforce Certified B2C Solution Architect Sample Questions (Q118-Q123):

NEW QUESTION # 118

Northern Trail Outfitters (NTO) wants to consolidate various legacy commerce platforms into one centrally- managed platform on B2C Commerce. The IT department has been working extensively with web frameworks (such as React and Angular) in recent years and wants to leverage the benefits of B2C Commerce, but maintain the flexibility of the user experience using headless commerce.

Which three considerations, beyond user experience, should a Solution Architect consider before confirming a headless approach?
Choose 3 answers

- A. Features that are available by default in the Storefront Reference Architecture (SFRA) app will need to be custom built in custom frameworks
- B. Additional infrastructure (for example Heroku servers) may be required to host the application
- C. Developers familiar with the web frameworks (React, Angular) will be familiar with the framework used by B2C Commerce
- D. Developers will still be required to use the Commerce SDK for security purposes
- E. Available Service, Marketing, and LINK accelerators may not work without modifications when using a headless approach

Answer: A,B,E

Explanation:

A: Additional infrastructure (for example Heroku servers) may be required to host the application when using a headless approach. This can increase the complexity, cost, and maintenance of the solution. A Solution Architect should consider the trade-offs between flexibility and simplicity when choosing a headless approach. B. Features that are available by default in the Storefront Reference Architecture (SFRA) app will need to be custom built in custom frameworks when using a headless approach. This can increase the development time, effort, and risk of the solution. A Solution Architect should consider the benefits and drawbacks of using SFRA versus custom frameworks when choosing a headless approach. D. Available Service, Marketing, and LINK accelerators may not work without modifications when using a headless approach. This can limit the integration capabilities and functionality of the solution. A Solution Architect should consider the compatibility and extensibility of the accelerators when choosing a headless approach.

References:

- * https://help.salesforce.com/s/articleView?id=sf.b2c_commerce_headless.htm&type=5
- * https://help.salesforce.com/s/articleView?id=sf.b2c_commerce_sfra.htm&type=5
- * https://help.salesforce.com/s/articleView?id=sf.b2c_commerce_link.htm&type=5

NEW QUESTION # 119

Northern Trail Outfitters (NTO) wants to bring data from across all parts of their Salesforce Customer Success Platform Into the Marketing Cloud account. A Solution Architect recommends using Synchronized Data Sources In Contact Builder and Marketing Cloud Connect to Integrate multiple business units In their account.

Which API does the Solution Architect need to use with Marketing Cloud Connect for this integration?

- A. SOAP API
- B. Tooling API
- C. Streaming API
- D. REST API

Answer: A

Explanation:

* C is correct because Marketing Cloud Connect uses the SOAP API to integrate multiple business units in Marketing Cloud with Salesforce core orgs. The SOAP API enables data synchronization, triggered sends, journey builder integrations, and tracking data.
* A is incorrect because the Tooling API is used to create and modify metadata in Salesforce core orgs, such as custom objects, fields, workflows, etc. It is not used for Marketing Cloud Connect integration.

* B is incorrect because the REST API is used to access resources in Marketing Cloud, such as contacts, content, campaigns, etc. It is not used for Marketing Cloud Connect integration.

* D is incorrect because the Streaming API is used to receive notifications of data changes in Salesforce core orgs, such as record updates, deletes, etc. It is not used for Marketing Cloud Connect integration.

References:

- * : <https://developer.salesforce.com/docs/atlas.en-us.mc-apis.meta/mc-apis/index-api.htm>

* : https://developer.salesforce.com/docs/atlas.en-us.api_tooling.meta/api_tooling/intro_api_tooling.htm
* : <https://developer.salesforce.com/docs/atlas.en-us.mc-apis.meta/mc-apis/index-api.htm>
* : https://developer.salesforce.com/docs/atlas.en-us.api_streaming.meta/api_streaming/intro_stream.htm

NEW QUESTION # 120

A company uses Service Cloud and B2C Commerce and now wants to enable the 'Order on Behalf of' functionality on its storefront. Which two actions should a Solution Architect take to ensure agents can use the 'Order on Behalf of' functionality?

Choose 2 answers

- A. Configure agents to use SSO between B2C Commerce and Service Cloud.
- B. Verify that agents have a user record in Service Cloud and an account created in B2C Commerce.
- C. Verify that the permissions for the B2C Commerce account support 'Order on Behalf of'.
- D. Apply the 'Order on Behalf of' permission set to Service Cloud users.

Answer: B,C

Explanation:

To enable the 'Order on Behalf of' functionality, the B2C Commerce account must have the 'Order on Behalf of' permission enabled and the 'Customer Service' role assigned. The agents must also have a user record in Service Cloud and an account created in B2C Commerce with the same email address. References:

https://help.salesforce.com/s/articleView?id=sf.b2c_service_cloud_connector_order_on_behalf_of.htm&type=5

NEW QUESTION # 121

A company is implementing a multi-locale solution that includes B2C Commerce, Service Cloud, and Marketing Cloud. Order confirmation emails are triggered from either B2C Commerce or Service Cloud and sent from Marketing Cloud.

What are two possible reasons why the shipping method name and description can be missing when these emails are triggered for languages other than US English, while other translated content appears correctly?

Choose 2 answers

- A. The locale is not set correctly in the body of the email template.
- B. The name and description for the shipping method are not set up correctly in B2C Commerce or Service Cloud for the requested locale.
- C. The subscriber in Marketing Cloud does not have a preferred locale set.
- D. The ShippingMethods data extension is missing the label and description field for the corresponding locale.

Answer: B,D

Explanation:

The shipping method name and description can be missing when order confirmation emails are triggered for languages other than US English, while other translated content appears correctly, for the following possible reasons:

* The name and description for the shipping method are not set up correctly in B2C Commerce or Service Cloud for the requested locale. The shipping method name and description are stored as attributes in B2C Commerce or Service Cloud, and they need to be translated and localized for each supported locale. If the translation or localization is missing or incorrect, the order confirmation email may not display them properly.

* The ShippingMethods data extension is missing the label and description field for the corresponding locale. The ShippingMethods data extension is a table in Marketing Cloud that stores the shipping method information for each locale. It has fields for label and description that need to match the values in B2C Commerce or Service Cloud. If the fields are missing or mismatched for a certain locale, the order confirmation email may not display them properly.

Option B is incorrect because the subscriber in Marketing Cloud does not need to have a preferred locale set.

The locale can be determined by the order data or the storefront language. Option C is incorrect because the locale can be set correctly in the email template using AMPscript or SSJS variables. References:

* https://help.salesforce.com/s/articleView?id=sf.mc_co_transactional.messaging.htm&type=5

* https://help.salesforce.com/s/articleView?id=sf.mc_co_order_confirmation_email.htm&type=5

* https://help.salesforce.com/s/articleView?id=sf.mc_co_shipping_methods_data_extension.htm&type=5

NEW QUESTION # 122

Northern Trail Outfitters (NTO) exported all the Account records from Salesforce and used a data transformation tool to clean up

values in the phone field using a standardized format. The export file has more than 2 million records. During previous data loads for similar updates on the Account object, NTO did not experience any issues with row lock. Which feature of Data Loader should be used to load this data back into Salesforce faster?

- A. Bulk API
- B. SOAP API
- C. Bulk API Serial Mode
- D. REST API

Answer: A

Explanation:

Bulk API is a feature of Data Loader that allows loading large amounts of data into Salesforce faster and more efficiently. Bulk API uses asynchronous processing to handle data in batches, which reduces network overhead and improves performance. Bulk API is suitable for loading data files with more than 20,000 records or larger than 10 MB. The export file has more than 2 million records, so Bulk API should be used to load this data back into Salesforce faster. References:

* https://help.salesforce.com/s/articleView?id=sf.data_loader_bulk.htm&type=5

* https://developer.salesforce.com/docs/atlas.en-us.api_asynch.meta/api_asynch/asynch_api_intro.htm

NEW QUESTION # 123

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